
Introduced by Senator Wright

February 17, 2011

An act to amend Section 392.1 of the Public Utilities Code, relating to electricity.

LEGISLATIVE COUNSEL'S DIGEST

SB 481, as introduced, Wright. Electrical restructuring: information practices.

Existing law requires the Public Utilities Commission to compile and regularly update specific consumer information regarding electrical service.

This bill would, instead, specifically require the commission to compile and update that information every six months.

Vote: majority. Appropriation: no. Fiscal committee: yes. State-mandated local program: no.

The people of the State of California do enact as follows:

1 SECTION 1. Section 392.1 of the Public Utilities Code is
2 amended to read:
3 392.1. (a) The commission shall compile and ~~regularly~~ update
4 *every six months all of* the following information: names and
5 contact numbers of registered providers, information to assist
6 consumers in making service choices, and the number of customer
7 complaints against specific providers in relation to the number of
8 customers served by those providers and the disposition of those
9 complaints. To facilitate this function, registered entities shall file
10 with the commission information describing the terms and
11 conditions of any standard service plan made available to

1 residential and small commercial customers. The commission shall
2 adopt a standard format for this filing. The commission shall
3 maintain and make generally available a list of entities offering
4 electrical services operating in California. This list shall include
5 all registered providers and those providers not required to be
6 registered ~~who~~ *that* request the commission to be included in the
7 list. The commission ~~shall~~, upon request, *shall* make this
8 information available at no charge. Notwithstanding any other
9 provision of law, public agencies ~~which~~ *that* are registered entities
10 shall be required to disclose their terms and conditions of service
11 contracts only to the same extent that other registered entities
12 would be required to disclose the same or similar service contracts.

13 (b) The commission shall issue public alerts about companies
14 attempting to provide electric service in the state in an unauthorized
15 or fraudulent manner as defined in subdivision (b) of Section
16 394.25.

17 (c) The commission shall direct the Office of Ratepayer
18 Advocates to collect and analyze information provided pursuant
19 to subdivision (a) for purposes of preparing easily understandable
20 informational guides or other tools to help residential and small
21 commercial customers understand how to evaluate competing
22 electric service options. In implementing these provisions, the
23 commission shall direct the Office of Ratepayer Advocates to pay
24 special attention to ensuring that customers, especially those with
25 limited-English-speaking ability or other disadvantages when
26 dealing with marketers, receive correct, reliable, and easily
27 understood information to help them make informed choices. The
28 Office of Ratepayer Advocates shall not make specific
29 recommendations or rank the relative attractiveness of specific
30 service offerings of registered providers of electric services.